

United States Postal Service®

# INDUSTRYALERT

## Mailpiece Design Analyst (MDA) Customer Service Help Desk Enhancements

The U.S Postal Service launched a new help desk platform to streamline MDA customer service. This new system will automatically route customer calls and emails to help:

- Minimize customer handling and wait time
- Improve customer call back process by expediting customer connectivity with the MDA assigned to their ticket through the telephone menu option
- Enhance and simplify the customer experience through new telephone menu options
- Internally monitor customer interactions and responses to measure quality

**Customers seeking assistance with technical mailpiece design questions, mailpiece reviews, assistance with Reply Mail artwork, advice and evaluations on mailpieces for automation compatibility, and Other Tests, Reviews and Services related to the design of a mailpiece can reach an MDA directly by calling 1- 855-593-6093 or sending a request via email to [MDA@usps.gov](mailto:MDA@usps.gov).** The MDA Customer Service Help Desk is available to all customers, internal and external, Monday through Friday between the hours of 7:00AM and 5:00PM Central.

For questions concerning business mail preparation or acceptance, mailers should consult with the local Post Office® or Business Mail Entry Unit where they hold their permits and deposit their mail. You can locate the phone number and address of your District Business Mail Entry Office by visiting the [District Business Mail Entry Locator](#) on RIBBS.

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